National Practitioner Data Bank
Healthcare Integrity and Protection Data Bank

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FACT SHEET ON MAINTAINING IQRS CREDIT CARDS

Internet Querying and Reporting

Registered entities with active querying and reporting privileges and authorized agents on behalf of registered entities use the Integrated Querying and Reporting Service (IQRS) to query and/or report to the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB). The IQRS is an electronic, Web-based system that represents part of an ongoing effort to improve the efficiency and responsiveness of the NPDB-HIPDB.

For more detailed information on the IQRS, see the *Fact Sheet on the Integrated Querying and Reporting Service (IQRS)*.

Fee and Payment Information

Fees are charged for all queries processed by the Data Banks. The query fee is based on the cost of processing requests and providing information to eligible entities. The fee is levied on a per-name basis per Data Bank. The NPDB-HIPDB accepts payment by credit card (VISA, MasterCard, Discover, or American Express) or pre-authorized Electronic Funds Transfer (EFT). All self-queries must be paid with an accepted credit card.

Administrator Options

Entity administrators may store credit card information in the IQRS and assign entity users to use specific credit cards for query payment. On the *Administrator Options* screen, select **Maintain IQRS Credit Cards**. This feature makes querying easier for users because, once this information is stored, users don't have to enter their credit card information each time they submit a query.

After the administrator logs in to the IQRS and selects **Administrator Options**, the administrator may select one of the following functions on the *Administrator Options* screen (Figure 1): update registration information (**Update Registration Profile**); save credit card information for queries (**Maintain IQRS Credit Cards**); add, edit or deactivate an authorized agent (**Maintain Agent Information**); establish or modify an EFT account (**Authorize Electronic Funds Transfer (EFT)**); view information received from the Data Banks (**View Data Bank Correspondence**); and maintain information related to all entity user accounts (**Maintain User Accounts**).

Figure 1. Administrator Options Screen (Entity View)

Maintain IQRS Credit Cards

Entity administrators may store credit card account information on file with the Data Banks for IQRS query payments by following these steps:

Step 1

Log in to the IQRS. On the *Entity Registration Confirmation* screen, select **Administrator Options**. The *Administrator Options* screen displays. Select **Maintain IQRS Credit Cards** and the *Maintain IQRS Credit Cards* screen appears (Figure 2).
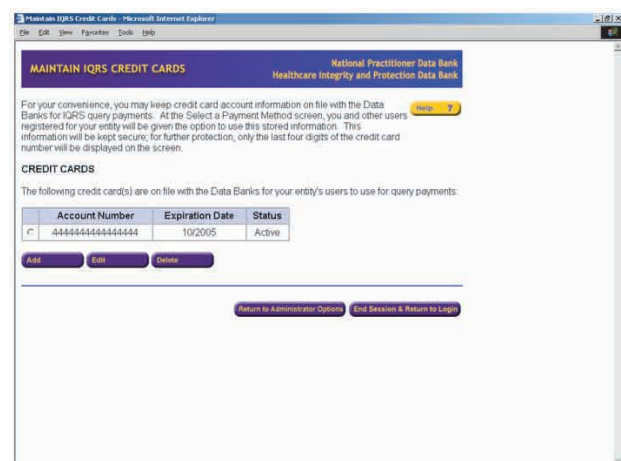

Figure 2. Maintain IQRS Credit Cards Screen

Step 2

On the *Maintain IQRS Credit Cards* screen, select **Add** to store a new credit card in the IQRS for query payment. **Note**: Multiple credit cards can be stored in the IQRS. Complete the on-screen form. Users may be assigned to the credit card at this time by designating them to a stored credit card in the Assign Authorized Users section. When the form is complete, click **Submit to Data Bank(s)**. **Note**: You may only assign each user to <u>one</u> credit card. If an entity user is assigned to a credit card and the entity's administrator assigns that user to a new credit card, the new credit card will replace the previous one, and the user will only be able to use the new credit card.

Step 4

The administrator may also assign (and unassign) existing entity users to and from a selected credit card. On the *Maintain IQRS Credit Cards* screen, highlight the credit card to be modified and select **Edit**. On the *Edit Credit Card* screen, the entity's administrator can modify the credit card account and assign users to the credit card for query payments. After making any changes, complete the Certification section and click **Submit to Data Bank(s)**. **Note**: If an entity user is assigned to a credit card and the entity's administrator assigns that user to a new credit card, the new credit card will replace the previous one, and the user will only be able to use the new credit card.

Step 5

To delete credit card and user assignments from the *Maintain IQRS Credit Cards* screen, the entity's administrator should select the radio button for the credit card to be deleted and click **Delete**. Complete the Certification section on the *Delete Credit Card* screen and click **Submit to Data Bank(s)**. **Note**: Entity users previously assigned to the deleted credit card will not be able to use this credit card once it is deleted.

Maintain User Accounts

When an entity administrator adds a new user account, they may assign the new user to a credit card at the same time by following the three steps listed below.

Step 1

After logging in to the IQRS, the entity's administrator should click **Administrator Options** on the *Entity Registration Confirmation* screen.

Step 2

The *Administrator Options* page is displayed. Select **Maintain User Accounts**.

Step 3

The *Maintain User Account* screen is displayed (Figure 3).

Figure 3. Maintain User Account Screen

On the *Maintain User Account* screen, select **Add** to create a new user account and assign the user to a saved credit card for query payments. Click **Save** after completing the on-screen form.

An administrator may modify existing user account information and change a credit card designation by highlighting the User name to be modified and then selecting **Edit**. Make the necessary changes on the *User Account Information* screen, select a credit card from the Assigned Credit Card drop-down menu (no need to complete the New Password and Confirm Password fields) and click **Save**. This will change the credit card assignment for this entity user.

The administrator may delete an existing user by selecting the appropriate user name and then selecting **Delete** from this screen. Complete the required certification field and click *Submit to Data Bank(s)*.

NPDB-HIPDB Assistance

For additional information, visit the NPDB-HIPDB Web site at *www.npdb-hipdb.hrsa.gov*. If you need assistance, contact the NPDB-HIPDB Customer Service Center by e-mail at *npdb-hipdb@sra.com* or by phone at 1-800-767-6732 (TDD 703-802-9395). Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The NPDB-HIPDB Customer Service Center is closed on all Federal holidays.